



Joint Provider Surveyor Training – Spring 2012

***Person Centered Care through
Consistent Assignment:
The Key to Quality***

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Michigan's Journey

A long rich history of person centered work in Michigan nursing homes

- The Eden Alternative and BEAM
- MDCWI – The Michigan Direct Care Worker Initiative
- Several Green House projects and innovative signature small house models
- MAPCC – The Michigan Alliance for Person Centered Communities

Michigan Takes A Stand

- Recognized that medical model no longer met the needs of the person requiring long term supports and services.
- In 2005, the Michigan Medicaid LTC Task Force made PCP its #1 recommendation for reform of LTC systems.
- Created a working definition of PCP and its elements and values
- Approved by MDCH in 2009

State of Michigan Definition of PCP

Person centered planning (PCP) is a process for planning and supporting the person receiving services that builds on the individual's desire to engage in activities that promote community life and that honors the consumer's preferences, choices, and abilities.

(PA 634 **Sec. 109i** (23) f)



Essential Elements of PCP

- Person Directed
- Capacity Building
- Person Centered
- Outcome Based
- Presumes Competence
- Supports Well Being and Health
- Support Person Centered Documentation

Traditional Approach

- Everyone up & dressed for breakfast
- Everyone physically checked every 2 hours during night, interrupting sleep
- People awakened beginning at 5AM, so midnight shift gets up “its fair share”
- Med pass at 6 AM
- Ineffective change of shift hand-off
- CNAs floating from unit to unit



PCP Through Consistent Assignments

“The same residents are cared for by the same caregivers on at least 85% of their shifts”

The Advancing Excellence Campaign

AKA “Permanent” or “Dedicated”
Assignments

Consistent Assignment

- *“Consistently assigning the same care givers to the same nursing home residents every day”* - David Farrell 2007
- Refers to assignments for nursing assistants only – including C.N.A.’s and Unit Helpers
- Readily extends to Charge Nurses, Social Workers, Housekeepers and others

Consistent Assignment is Not....

rotating assignments or
rotating caregivers
from one group of residents
to the next after a period of time

How would this feel to you?

- To never know who your caregiver is
- To always have caregivers that don't know your preferences
- To know that you may not see that person again
- There is a possibility that a single resident could have over 21 or more direct caregivers in a week – that is 42 pairs of hands performing intimate care!



Benefits

- Build positive relationships
- Increase resident and family satisfaction
- Improve staff satisfaction
- Quicker awareness of clinical problems
- Improve staff accountability
- Improve communication between shifts and with other disciplines
- Improve Quality Outcomes!!!

Positive Financial Outcomes

- Turnover is costly
 - \$2,500-\$5000 to replace each CNA who leaves
 - Advertising, interviewing, hiring and training new staff
 - Increased need for high costs of “temporary” nurses and CNAs
- Consistent Assignment Can Help:
 - Decrease staff turnover
 - Better census through word of mouth—satisfied residents and their families help spread the word
 - Satisfied staff members help recruit other good workers

Consistent Assignment – The Evidence

- Residents – reduction in pressure ulcers, increases in functional ability
 - Staff – felt more accountable
 - Turnover dropped by 29% Campbell, S. 1985
-
- Staff residents and families prefer
 - Families – greater sense of comfort
 - Staff – higher satisfaction Goldman, B. D. 1998

Evidence

continued

- Residents – more control and choice, less agitation
- Staff – reported ability to provide high quality care

Cox, C.L. 1991

- Residents – better clinical outcomes
- Staff – providing better care and more aware of resident needs
- Lower turnover and lower absenteeism

Patchner MA., 1993

Evidence

continued

Mary Lescoe-Long and Michael Long:

“Identifying Behavior Change Intervention Points to Improve Staff Retention in Nursing Homes.”

Family Member Perspective –

- Personal empathy – know my mom as a person
- Knowing only comes about consistency
- Facilitates getting to know and trust caregivers
- Helps to know who to go to with questions
- Gives family members “peace of mind”

Evidence Against Rotating Assignment

- **Experts estimate 80% of SNFs nationwide rotate staff from one group of residents after a duration of time.**

HIGH RATE OF BURNOUT


- **70% feel burned out some of the time**
- **60% feel they sometimes treat the residents impersonally**
- **40% feel that they have become hardened emotionally**

Pillemer, K. "Solving the Frontline Crisis in LTC." 1996

Burnout

- The true cause of burnout is the deadening effect of closing one's emotions to people who are in obvious need of a human connection. Human life is sustained by affection.”

Thomas, W., “What Are Old People For?
How Elders Will Save The World.” 2004



Video featuring homes who practice consistent assignment

Thank you!!

Jackson County Medical Care Facility
Lakeview Manor Healthcare Center
Sanctuary at Bellbrook



Your Challenges

So what gets in the way ?

*What are the barriers
to the practice of
consistent assignment?*



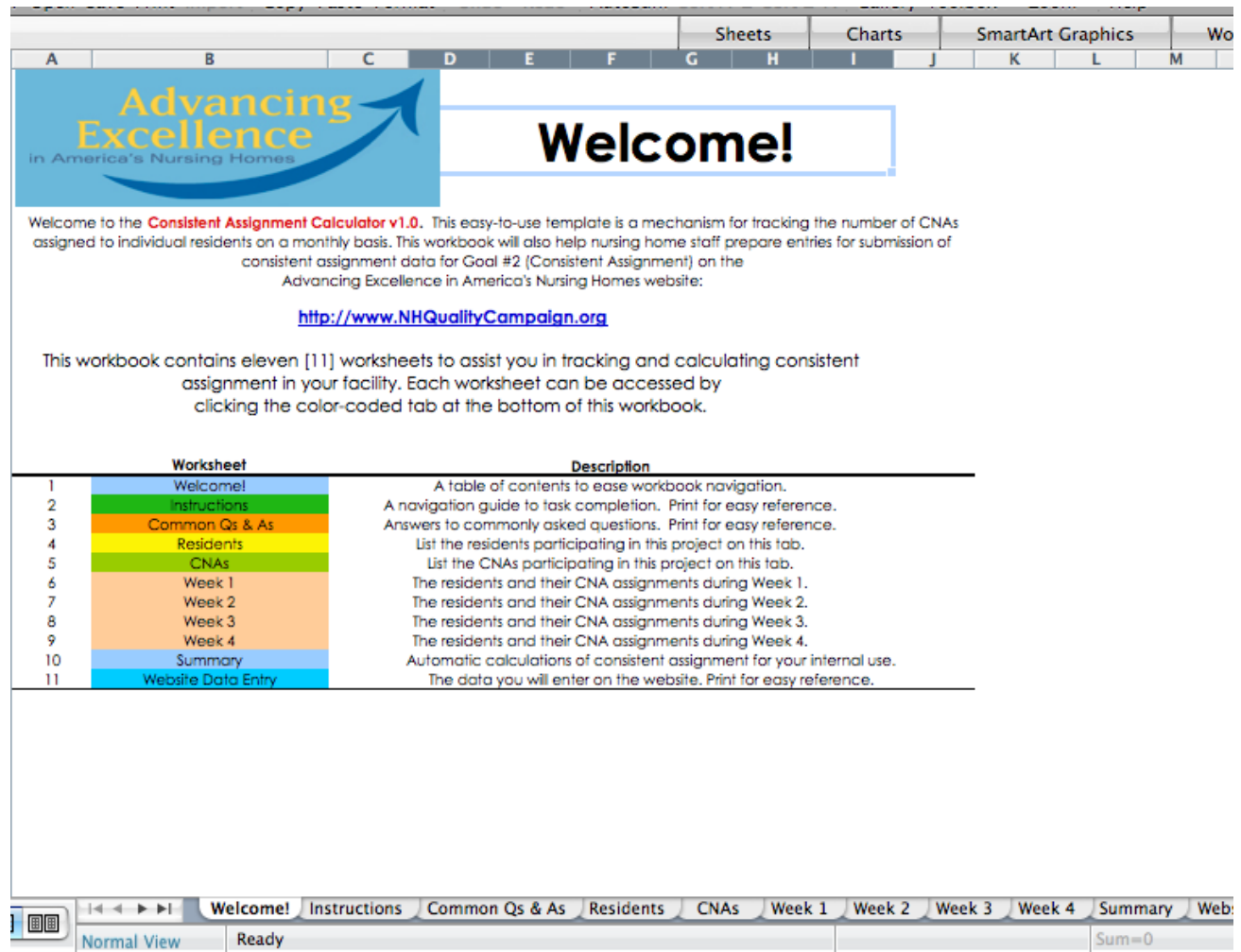
How to Get Started

(handout)

Advancing Excellence Campaign and Consistent Assignment

- www.nhqualitycampaign.org
- Largest national coalition (30 organizations) of nursing home stakeholders working together to help nursing homes improve care
- Voluntary for nursing homes (51.6% registered nationally and 48.7% registered in Michigan)
- Based on measurement of meaningful goals
- Initially a two-year campaign started in 2006
- Incorporated in 2010 and recognized as 501(c)(3) in 2011
- Consistent Assignment is one of the eight goals

Consistent Assignment Calculator



Advancing Excellence
in America's Nursing Homes

Welcome!

Welcome to the **Consistent Assignment Calculator v1.0**. This easy-to-use template is a mechanism for tracking the number of CNAs assigned to individual residents on a monthly basis. This workbook will also help nursing home staff prepare entries for submission of consistent assignment data for Goal #2 (Consistent Assignment) on the Advancing Excellence in America's Nursing Homes website:

<http://www.NHQualityCampaign.org>

This workbook contains eleven [11] worksheets to assist you in tracking and calculating consistent assignment in your facility. Each worksheet can be accessed by clicking the color-coded tab at the bottom of this workbook.

Worksheet	Description
1 Welcome!	A table of contents to ease workbook navigation.
2 Instructions	A navigation guide to task completion. Print for easy reference.
3 Common Qs & As	Answers to commonly asked questions. Print for easy reference.
4 Residents	List the residents participating in this project on this tab.
5 CNAs	List the CNAs participating in this project on this tab.
6 Week 1	The residents and their CNA assignments during Week 1.
7 Week 2	The residents and their CNA assignments during Week 2.
8 Week 3	The residents and their CNA assignments during Week 3.
9 Week 4	The residents and their CNA assignments during Week 4.
10 Summary	Automatic calculations of consistent assignment for your internal use.
11 Website Data Entry	The data you will enter on the website. Print for easy reference.

Normal View Ready Sum=0

And the work continues.....

- MDCH PCP on-line training developed & available
contact Tari at OSA - munizt@michigan.gov
- MDCH PCP one and two-day trainings available
- MAPCC – Michigan culture change coalition as
recognized by the Pioneer Network -
www.mapcc.info
- Pioneer Network - www.pioneernetwork.net
- Advancing Excellence in America's Nursing Homes
- www.nhqualitycampaign.org
- The Michigan LANE – astob@mpro.org

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